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I work with a center for independent living and we advocate for the full inclusion of people with disabilities in the community. Without the ability to express one's self, it would be nearly impossible to participate as a full citizen in employment, voting, and social activities. Other people begin to make decisions for you if you don't have a way to make your opinions known. I have coworkers who use augmentative communication devices and would be unable to benefit from their knowledge, skills, friendship and humor without these devices.

- Operators need to stay on the call long enough to get used to the way the PERSON with a speech disability talks.
- Operators should tell callers that everything is confidential.
- People with a speech disability need an easy way to reach Speech-To-Speech.
- More people with speech disabilities need to be taught to use STS.
- All these statements also apply to people who use STS on the computer.
- There should be competition, as that makes STS work better.
- The operators need to be paid enough so that they do a good job, and they need good training.